

CITY OF MILPITAS
Revised 9/91, 7/04
Established: 6/85
EEOC: Office and Clerical
UNIT: Protech
FLSA: Non-exempt
Physical: 1

WORD PROCESSING OPERATOR

DEFINITION

Under general supervision, perform high volume word processing in a production environment; produce a variety of routine and complex documents and reports including technical, financial, and statistical materials from pre-recorded dictation and hard copy using word processing and computer equipment.

DISTINGUISHING CHARACTERISTICS

This is the full journey level class, incumbents work independently and instruction or guidance is given only as new or unusual situations arise. The Lead Word Processing Operator class is distinguished from the Word Processing Operator class by performance of lead work, training, and the more complex and administrative duties within the Center.

Word Processing Operators receive general supervision from the City Clerk and/or the Deputy City Clerk with guidance, assignments, and training from the Lead Word Processing Operator.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Transcribe a variety of correspondence, memoranda, forms, records, statistical and financial data, and general and technical reports from pre-recorded dictation and hard copy, including confidential materials.

Prepare draft/finished copy of manuals and documents as assigned.

Determine proper grammar, spelling, paragraphing, form arrangement, and spacing of material.

Proofread typed work for typographical errors; edit and revise as required.

Print final documents and distribute material to proper division/department.

Maintain a daily record of work completed.

Assist in training new users and others as requested.

Keep abreast of assigned software applications and updates.

Design announcements, notices, and flyers.

Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

English usage, grammar, spelling, vocabulary, and punctuation.

Office methods and procedures, including filing systems, business correspondence, and report writing.

Computer systems and various word processing software applications.

Skill and Ability to:

Operate equipment such as personal computer, dictation, transcription, etc.

Learn new methods and utilize new software applications.

Design documents using a variety of software applications.

Follow written and oral instructions.

Work under pressure and tight deadlines.

Prepare a variety of finished copy formats.

Proofread typed material.

Type at a speed of 60 words per minute.

Specified positions may require a valid California driver license.

EDUCATION AND EXPERIENCE

A typical way to obtain the knowledge and skills:

Education: Equivalent to the completion of the twelfth grade.

Experience: Three (3) years of responsible clerical experience including one (1) year of experience in the operation of word processing and transcribing equipment in a

production setting and extensive use and recent knowledge of a variety of office software applications.

Special Requirements: *Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment; heavy repetitive keyboarding; hearing ability sufficient to operate transcribing equipment for the majority of the work day; ability to work occasional weekend and/or holiday work; able to travel to various locations within and outside the City of Milpitas.

Approved by:

City Manager